a second two-way data link between the proxy server and the light computerized device used by the remote agent;

characterized in that the proxy server, by the software suite, upon establishing a connection over the second data link, ascertains hardware and software characteristics of the light computerized device, establishes a connection to [a server or] a workstation at the communication center over the first two-way data link at direction of the light computerized device, accesses data and operates software [at] from the workstation at the communication center on behalf of and according to direction from the light computerized device, transforms the data and results of the software operations into a form useable by the light computerized device, and transmits the transformed information to the light computerized device via the second two-way data link.

2. (Amended) The system of claim 1 wherein the light computerized device is one of a hand-held computer, a personal digital assistant, a portable laptop computer and a cell telephone.

3. (Unchanged) The system of claim 1 wherein the proxy server is a LAN-connected server in the communication center, the first two-way data link being the communication center LAN.

4. (Unchanged) The system of claim 3 wherein the second two-way data link is one of a dial-up telephone connection, a wireless connection, or a data-packet connection via the Internet.

5. (Amended) The system of claim 1 wherein the proxy server and the light [computer] computerized device each execute an instance of a Nano-browser enabling Internet Protocol communication over the second data link.

6. (Amended) In a communication center having agent workstations, [server-based software tools, and server-based data storage,] a method for enabling a remote agent, using a light computerized device having insufficient power to operate as a workstation of the communication center, to access and operate as an agent with full access to data and software tools of the communication center, the method comprising the steps of:

(a) establishing a connection between the light <u>computerized</u> device and a proxy server over a first two-way data link;

(b) ascertaining hardware and software characteristics of the light <u>computerized</u> device over the established connection on the first data link;

(c) establishing a connection between the proxy server and [one of a server or a] <u>the</u> workstation at the communication center over a second two-way data link at direction of the light <u>computerized</u> device;

(d) accessing, <u>from the workstation,</u> data and operating software at the communication center on behalf of and according to direction from the light <u>computerized</u> device;

(e) transforming the data and results of the software operations into a form useable by the light <u>computerized</u> device, <u>and transforming the data and commands from the light computerized device to a form useable by the software operations</u>; and

(f) transmitting the transformed information to the light <u>computerized</u> device <u>from the software operations at the communication center and to the software operations from the light computerized device</u> via the first two-way data link.

7. (Amended) The method of claim 6 wherein the light <u>computerized</u> device is one of a hand-held computer, a personal digital assistant, a portable laptop computer, and a cell telephone.